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Forthright Launches New Informational Website to Help Consumers Navigate the Arbitration Process

Consumer Resource to Answer Questions on the Basics of Arbitration, Arbitration in Contracts, and How to File and Respond to a Claim

MINNEAPOLIS, April 2, 2009 — www.ArbitrationAnswers.com — [Forthright](#), an organization that provides claims administration services in the dispute resolution market, today announced the launch of a new informational consumer website aimed at guiding American consumers through the arbitration process.

The new website, www.ArbitrationAnswers.com, contains easily accessible information and resources on arbitration, arbitration service providers, other forms of alternative dispute resolution, and court litigation. The website also provides access to:

- **Answers** to commonly asked questions about arbitration;
- **Links** to information on the websites of three of the largest arbitration administrators — [American Arbitration Association](#), the [National Arbitration Forum](#), and [JAMS](#);
- **Forms** to file or respond to an arbitration claim;
- **Resources** to help consumers find legal services in any area of the country, and more.

“Arbitration is a fair and cost-effective way for American consumers to resolve disputes. This website will be an informative resource for consumers and further increase access to justice through the arbitration process,” said Aimee Egan, Forthright Vice President of Public Affairs. “ArbitrationAnswers.com will help consumers take control of the dispute resolution process by answering questions on the basics of arbitration, arbitration in contracts, how to file or respond to an arbitration claim, as well as where to find legal services for arbitration or litigation.”

“ArbitrationAnswers.com will be a living site, updated with additional resources and the most current arbitration information, and constantly evolving to better respond to consumer needs and feedback,” continued Egan.

Arbitration is a way for consumers to resolve disputes outside of the courtroom. Parties bring an arbitration claim before a neutral third-party individual known as an arbitrator – often a former judge or experienced lawyer – who has been assigned to hear the case. In arbitration, each party has the right to be represented by an attorney, but may proceed without one. Once both parties have presented their evidence to the arbitrator, the arbitrator considers the facts, applies the law and issues a decision. Arbitration decisions are generally binding but must be confirmed by a court to be legally enforced. To learn more about the arbitration process, please visit:

www.ArbitrationAnswers.com.

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About ArbitrationAnswers.com

ArbitrationAnswers.com is an informational website that includes facts and resources on arbitration, arbitration administrators, other forms of alternative dispute resolution, and court litigation. Forthright – an organization that provides claims administration services in the dispute resolution market – sponsors the website in order to provide consumers and others with easily accessible and complete information about arbitration and other options for resolving legal disputes. ArbitrationAnswers.com does not provide legal advice – it is a source of information only. If consumers have additional questions about arbitration or about resolving a legal dispute, they should contact an arbitration administrator, or seek the advice of an attorney.

www.ArbitrationAnswers.com

About Forthright

Forthright is a global provider of claims administration services in the dispute resolution market. Forthright's experts work directly with clients to optimize existing systems or design new systems for resolution of business-to-business or business-to-consumer claims or disputes. In addition to our resolution program design and implementation capabilities, we provide guidance and training to ensure all stakeholders are familiar with how to navigate the process easily.

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